RISCO ReaderKEY2

User Manual

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FCC Compliance This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. if this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

Operation is subject to the following conditions: 1. The devices may not cause harmful interference, and 2. The devices must accept any interference received, including interference that may cause undesired operation.

You are cautioned that any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

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Preface

This is the *RISCO ReaderKEY2 User Manual* for the RISCO lockbox system. This document includes an overview of the product and detailed instructions explaining how to operate your ReaderKEY2.

There is also information describing how to contact technical support if you have questions or concerns.

Read these instructions and all related RISCO documentation before using your RISCO ReaderKEY2.

Conventions used in this manual

The following conventions are used in this document:

Bold	Menu items and buttons.
Italic	Emphasis of an instruction or point; special terms.
	File names, path names, windows, panes, tabs, fields, variables, and other GUI elements.
	Titles of books and various documents.
Blue italic	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.
`Monospace`	Text that displays on the computer screen.

Safety terms and symbols

These terms may appear in this manual:

CAUTION: *Cautions* identify conditions or practices that may result in damage to the equipment or other property.

WARNING: *Warnings* identify conditions or practices that could result in equipment damage or serious personal injury.

RISCO ReaderKEY2 overview

The RISCO ReaderKEY2 allows you to access property keys stored in RISCO RediSAFE lockboxes. The ReaderKEY2 is programmed with your agent information and the date and time, which is then recorded by the RediSAFE each time you access it. Your ReaderKEY2 can also read RediSAFE memory, display activity data, and release a RediSAFE shackle. The ReaderKEY2 is programmed to expire after a preset time period and requires you to reactivate it.

Battery

The ReaderKey2 has a rechargeable, nonreplaceable, lithium-ion battery. Charging takes place whenever the key is attached to a computer (powered on) with the included USB cable. We recommend you fully charge the battery when you first get your ReaderKEY2.

Note: The battery won't charge if the PC is turned off.

The battery does not develop a memory and topping off the battery does no harm. It is not necessary to fully complete the charge cycle if sufficient time is not available. If the battery becomes fully discharged, a full charge can be completed in three hours.

To charge the battery, do the following:

1. Power on the computer.
2. Connect the USB cable to the computer's USB port.
3. Connect the other end of the USB cable to the ReaderKey2.
4. The message `BATTERY RECHARGING` alternating with the message `BATT STATUS` indicating the charging progress will display while charging is taking place.

5. Upon completion of the charge cycle, the key will display the message, `RECHARGING COMPLETE`. Leaving the key connected to the PC after the charge completion is harmless.

Low battery and the backlight

When the battery is low, a `Low Battery Recharge Now` warning message will display on the key. The message will appear each time you try to use the key with a low battery. You may continue to use the key, but we recommend that you charge the key as soon as possible.

When the battery warning message displays, the key will automatically turn off the key's backlight (if the backlight has been turned on). You can no longer choose 60 seconds as the timer delay.

This feature minimizes the number of processes running in the key. Once the battery is charged, you must reset the backlight by referring to the procedure in the *Adjust the backlight timer* section of this manual.

Buttons

Your ReaderKEY2 requires only four buttons to execute its operations. A number and an icon are printed on each button. The numerals are used to enter codes to activate the key or remove the RediSAFE from the property. The functions of the buttons are listed in Table 1.

Table 1. RISCO ReaderKEY2 button functions

Button	Function
0	Power key on/off
1	Release key tray
	Scroll menu backward
2	Release shackle
	Scroll menu forward
	Next screen (viewing RediSAFE data)
3	Open menu options
	Run selected menu item
	Next record (viewing RediSAFE data)

Proper care

It is very important that you do not expose your ReaderKEY2 to extremely hot or cold temperatures, such as leaving it on the dashboard of your car on a hot afternoon. This can adversely affect the operation of the key and may result in damage. Also, do not submerse your ReaderKEY2 in water.

Operation

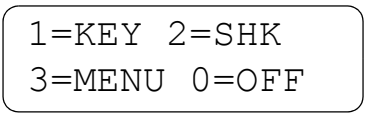
This section provides step-by-step instructions for operating your ReaderKEY2.

Open the RediSAFE key tray

To open the RediSAFE key tray and gain access to the property keys, do the following:

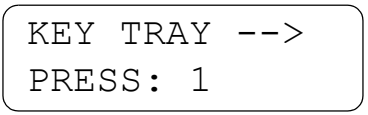
1. Press the red **0** button for one second to activate your ReaderKEY2.
2. Enter your PIN, then press **1** at the *Main* menu (Figure 1).

Figure 1. Main menu



3. Place the ReaderKEY2 lens against the lens on the front of the RediSAFE.
4. In the *Key tray* menu (Figure 2), press **1**.

Figure 2. Key tray menu



5. Hold the ReaderKEY2 in place until you hear the acknowledge tone. The key tray will drop so you can remove the property keys. Your ReaderKEY2 will automatically power off once it has activated the RediSAFE key tray.

After showing the property, replace the keys and push the key tray up into the RediSAFE until it latches.

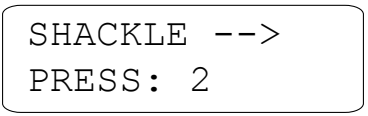
Note: Your ReaderKEY2 is only authorized to access RediSAFEs for your region.

Release the RediSAFE shackle

Releasing the shackle allows you to place a RediSAFE at a property. To release the RediSAFE shackle using your ReaderKEY2, do the following:

1. Press the red **0** button for one second to activate your ReaderKEY2.
2. Enter your PIN, then press **2** at the *Main* menu (Figure 1).
3. Place the ReaderKEY2 lens against the lens on the front of the RediSAFE.
4. In the *Shackle* menu (Figure 3), press **2**.

Figure 3. Shackle menu



5. Hold the ReaderKEY2 in place until you hear the acknowledge tone. The shackle then releases. Your ReaderKEY2 will automatically power off once it has released the shackle.

If the shackle code stored in your ReaderKEY2 does not match the shackle code programmed into the RediSAFE, the message `UNAUTHORIZED SHACKLE CODE` displays on the key screen.

Note: You must enter the shackle code into the ReaderKEY2 memory prior to releasing the shackle. The shackle code is known only to the RediSAFE owner, so it is important to write it down and keep it in a safe place. See the instructions in *Enter new shackle code on page 20* to enter the code for the safe.

When attaching the RediSAFE to the property, be sure the shackle is firmly locked into place. Push the shackle down firmly into the RediSAFE, then pull on the body of the RediSAFE with a downward motion. The shackle should not pull out of the RediSAFE. If this occurs, repeat the process.

Complete shackle removal

If you want to completely remove the shackle from the RediSAFE, first follow the shackle release procedure, then do the following:

1. Rotate the body of the RediSAFE 180 degrees from its released position.
2. Pull down on the keysafe body until it falls free of the shackle.

To replace the shackle, reverse the process, longest leg first. The long side of the shackle should be in the left side when the RediSAFE is facing you.

CAUTION: Your key will tamper lock after five consecutive attempts to release a shackle without matching shackle codes. Follow the instructions in *Reset the tamper lock on page 25*. The `UNAUTHORIZED SHACKLE CODE` error count clears after you successfully enter the correct shackle code and release a safe shackle.

Advanced functions

This section describes how to do the following advanced functions with your ReaderKEY2:

- *Update your ReaderKEY2*
- *Read RediSAFE activity on page 15*
- *Check RediSAFE battery status on page 19*
- *Enter new shackle code on page 20*
- *Display RediSAFE data on page 21*
- *Display owner information on page 22*
- *View ReaderKEY2 battery level on page 23*
- *Adjust the backlight timer on page 24*
- *Reset the tamper lock on page 25*
- *Night lock on page 26*

Update your ReaderKEY2

Your ReaderKEY2 expires after a specific number of days as determined by your local administrator.

To update your ReaderKEY2 using your internet-connected computer, the ReaderKEY2 Client must be installed and running to enable your key to make the connection to the RISCO server.

Installing the ReaderKEY2 client

To install the ReaderKEY2 client your computer must be running Windows 2000 or XP, Home, Professional, or Media editions.

To install the ReaderKEY2 client, do the following:

1. Open an internet connection and navigate to *http://www.riscolockbox.com*.
2. Log on to the RISCO agent website using your Board ID, key serial number, and PIN. Click the download link that appears on the left side of the screen.
3. When prompted, select **Run** or **Open**, depending on your version of operating system, and follow the prompts to install the ReaderKEY2 software.

Using your computer to update

Once ReaderKEY2 client is installed on your computer, to update your ReaderKEY2, do the following:

1. Open an internet connection.
2. Connect the USB cable to the computer's USB port.
3. Connect the other end of the USB cable to the ReaderKEY2.
4. A pop-up menu will appear in the lower right corner of the computer screen, displaying these messages:
   - When the key is plugged in, it will display the message `USB Connected`.
   - While it is communicating with the RISCO server, the key will display the messages `Reading Key Data`, `Accessing Server`, and `Updating Key`.
   - When the key has been updated and is ready to perform lockbox activities, the message `Key Updated` is displayed.

Your key expiration date will be extended by the number of days in your particular cycle each time you connect the key. You are not required to connect the key on a certain date.

Using the IVR system to update

If you need to update your key while you are away from your computer, call the Interactive Voice Response (IVR) system at 913.722.3212 (see *IVR phone system on page 44*). You will need your Board ID number, your ReaderKEY2 serial number, and your PIN. Once you are authenticated you will be able to access your update code. The update code is a 5-digit number composed of 1's, 2's, and 3's. To enter the code into your ReaderKEY2, do the following:

1. Press the red **0** button for one second to activate your key.
2. Upon powering up, your key will display your name plus the last expiration date, the `KEY EXPIRED` warning message, and the IVR phone number. The key will prompt you to enter your update code (Figure 4).

Figure 4. Updating your RISCO ReaderKEY2

3. Enter the update code into your ReaderKEY2. If you enter the correct code, your key will be functional through midnight of the current day. Your ReaderKEY2 is now ready for further use.

The update code is used only once and does not affect your PIN code. If the message `WRONG UPDATE CODE` displays on your key, you have four more chances to enter the correct code before the key tamper locks. Contact Technical Support at 800.929.0193 if you have problems updating your ReaderKEY2.

Read RediSAFE activity

You can use your ReaderKEY2 to read key activity recorded in a RediSAFE. If you do not have the shackle code, you can read the last single record in the RediSAFE. If you do have the shackle code, you can read the last ten activity records.

Last single record

To view the last activity record in a RediSAFE, do the following:

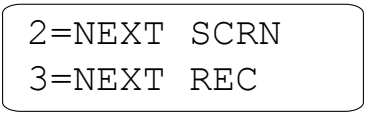
1. Press the red **0** button for one second to activate your ReaderKEY2.
2. Enter your PIN, then press **3** at the *Main* menu (Figure 1 on page 6).
3. Press **2** to scroll through the menu options. In the *Read last key activity* menu (Figure 5), press **3**.

Figure 5. Read last key activity screen

4. Place the ReaderKEY2 lens against the lens on the front of the RediSAFE, then press **3** to begin the reading process. You must hold your ReaderKEY2 lens against the RediSAFE lens for 10 to 15 seconds. You will hear an acknowledge tone when the read is complete.

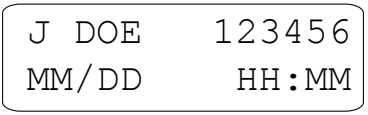
5. The *Next screen/next record* menu displays (Figure 6). Press **2** to view the next screen, which displays the activity information.

Figure 6. Next screen/next record screen



The first screen (Figure 7) displays the agent's initials, agent ID number, and date and time of the activity.

Figure 7. First key activity screen



The second screen (Figure 8) displays the agent's phone number, the type of activity, the code for the agent's board, and the record number in the ReaderKEY2 memory. The type of activity is displayed using the following codes:

- T = Key tray
- S = Shackle
- R = Read

Figure 8. Second key activity screen

Last ten records

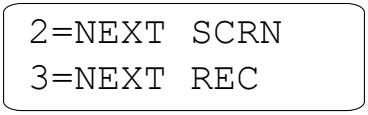
To read the last ten records in a RediSAFE, do the following:

1. Press the red **0** button for one second to activate your ReaderKEY2.
2. Enter your PIN, then press **3** at the *Main* menu (Figure 1 on page 6).
3. Press **2** to scroll through the menu options. In the *Read prior 10 records* menu (Figure 9), press **3**.

Figure 9. Read Prior 10 Records screen

4. Place the ReaderKEY2 lens against the lens on the front of the RediSAFE, then press **3** to begin the reading process. You must hold your ReaderKEY2 lens against the RediSAFE lens for 10 to 15 seconds. You will hear an acknowledge tone when the read is complete.
5. The *Next screen/next record* menu displays (Figure 10). Press **2** to view the next screen; press **3** to view the next activity record.

Figure 10. Next screen/next record screen



To read the last ten records from a RediSAFE, you must have the correct shackle code stored in your key. The message `UNAUTHORIZED SHACKLE CODE` indicates the shackle code stored in your key does not match the code of the safe you are attempting to read. Follow the instructions in Enter new shackle code on page 20 to enter the correct code for the safe.

Your ReaderKEY2 will tamper lock after five consecutive attempts to read 10 records from a safe or release a shackle without matching shackle codes. Follow the instructions in *Reset the tamper lock on page 25* to reset a tamper locked ReaderKEY2. The `UNAUTHORIZED SHACKLE CODE` error clears after you successfully enter the correct matching shackle code and either release a safe shackle or read the last 10 records.

Check RediSAFE battery status

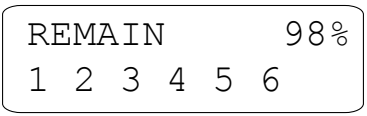
To use your ReaderKEY2 to check the battery status of a RediSAFE, do the following:

1. Press the red **0** button for one second to activate your ReaderKEY2.
2. Enter your PIN, then press **3** at the *Main* menu (Figure 1 on page 6).
3. Press **2** to scroll through the menu options. In the *Battery in safe status* menu (Figure 11), press **3**.

Figure 11. Battery in safe status screen

Place the ReaderKEY2 lens against the lens on the front of the RediSAFE, then press ` to begin the reading process. The screen displays the remaining safe battery life percentage and the RediSAFE serial number (Figure 12).

Figure 12. RediSAFE battery status screen



Enter new shackle code

Occasionally, you may need to enter a new shackle code into your ReaderKEY2. You will use this function most often if your association uses random shackle codes. To enter a new shackle code into your ReaderKEY2, do the following:

1. Press the red **0** button for one second to activate your ReaderKEY2.
2. Enter your PIN, then press **3** at the *Main* menu (Figure 1 on page 6).
3. Press **2** to scroll through the menu options. In the *Enter new shackle code* menu (Figure 13), press **3**.

Figure 13. Enter new shackle code screen

4. Enter the new shackle code. The ReaderKEY2 will display `NEW CODE IS` along with the digits you entered for verification, then return to the main menu.

Display RediSAFE data

To display the data from the last RediSAFE you read with your ReaderKEY2, do the following:

1. Press the red **0** button for one second to activate your ReaderKEY2.
2. Enter your PIN, then press **3** at the *Main* menu (Figure 1 on page 6).
3. Press **2** to scroll through the menu options. In the *Display safe data* menu (Figure 14), press **3**.

Figure 14. Display safe data screen

4. The *Next screen/next record* menu displays (Figure 10 on page 17). Press **2** to view the next screen; press **3** to view the next activity record. For more details on activity record information, see *Read RediSAFE activity on page 15*.

Display owner information

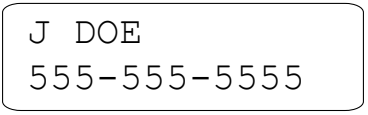
To display a ReaderKEY2's owner information, do the following:

1. Press the red **0** button for one second to activate your ReaderKEY2.
2. Enter your PIN, then press **3** at the *Main* menu (Figure 1 on page 6).
3. Press **2** to scroll through the menu options. In the *Display owner info* menu (Figure 15), press **3**.

Figure 15. Display owner info screen

The results fill two screens which display for four seconds each. The first screen (Figure 16) displays the users first initial, last name, and telephone number. The second screen displays the user's agent ID number in the RISCO database.

Figure 16. Owner information - first screen



View ReaderKEY2 battery level

To view the battery level in the ReaderKEY2, do the following:

1. Press the red **0** button for one second to activate your ReaderKEY2.
2. Enter your PIN, then press **3** at the *Main* menu (Figure 1 on page 6).
3. Press **2** to scroll through the menu options. In the *Battery in key status* menu (Figure 17), press **3**.

Figure 17. Battery in key status screen

The screen will display a bar graph indicating the amount of charge remaining in the key. After four seconds the display will return to the *Main* menu (Figure 1 on page 6).

Adjust the backlight timer

The ReaderKEY2 has a backlight to make viewing the screen easier in low light situations. The length of time the backlight stays on after the last button press is adjustable. To adjust the backlight timer, do the following:

1. Press the red **0** button for one second to activate your ReaderKEY2.
2. Enter your PIN, then press **3** at the *Main* menu (Figure 1 on page 6).
3. Press **2** to scroll through the menu options. In the *Backlight timer adjust* menu (Figure 18), press **3**.

Figure 18. Backlight timer adjust screen

4. Press the appropriate button to select the desired backlight duration after the last button press (Figure 19).

Figure 19. Backlight timer screen

- 0 = Off
- 1 = 15 seconds
- 2 = 30 seconds
- 3 = 60 seconds

Note: Backlight use will affect battery life between charges.

Reset the tamper lock

Your ReaderKEY2 becomes inoperable after five consecutive incorrect PIN entries to prevent unauthorized use. This is referred to as a tamper lock and requires a special reset code unique to each ReaderKEY2. The tamper reset code is used once and does not affect your PIN number. The tamper reset code changes daily and is valid only for the current 24-hour calendar day.

You can obtain tamper reset codes by calling your local association office or the IVR. The IVR number is 913.722.3212. You may also obtain a tamper reset code through the RISCO website by logging into: *http://www.riscolockbox.com/orion* (see *Tamper reset codes on page 42*).

To reset the tamper lock in your ReaderKEY2, do the following:

1. Press the red **0** button for one second to activate your ReaderKEY2.
2. Wait for the prompt `ENTER RESET CODE`, then enter the reset code into your ReaderKEY2.
3. Enter your PIN when prompted.
4. The *Main* menu (Figure 1 on page 6) displays and your ReaderKEY2 is now reset.

Note: Make a note of the correct PIN for your ReaderKEY2 and keep it in a safe place for future reference (do not write the PIN on your ReaderKEY2). Five consecutive incorrect tamper reset attempts will cause a `DEVICE LOCKED` error and then you will have to take the key to your local administrator for reprogramming. If you have forgotten your PIN, please call your local administrator for assistance.

Night lock

The ReaderKEY2 system can be set to prevent activity between certain hours of the day (for example, 11 p.m. to 6 a.m.). If your ReaderKEY2 is powered on during this time, the screen will display `NIGHT TIME LOCK OUT`, then immediately power down.

Daylight saving time will cause the effective time to change. The RISCO server and your RISCO ReaderKEY2 are both set to daylight saving time and will NOT change with your local time. Therefore, your nighttime lockout hours will begin and end one hour earlier on Standard Time.

Note: The choice of using the nighttime lockout feature is subject to your association's discretion and affects all RISCO ReaderKEY2's in your area.RediSAFE overview.

RediSafe Overview

Each time a ReaderKEY2 accesses a RediSAFE, the RediSAFE records the agent's initials, membership ID, telephone number, association code, the time and date of access, and the type of access. The RediSAFE stores the last 50 accesses in memory.

When placing a RediSAFE on a property, follow these guidelines:

- Ensure that the infrared lens on the front of the RediSAFE will not become obscured by paint, dirt, etc.
- Avoid positioning the RediSAFE near garden sprinklers.
- Make sure that the shackle is locked firmly in place before leaving the RediSAFE at the property or attempting to open the key tray.
- Do not attach the RediSAFE to gas or water main/shutoff valves.

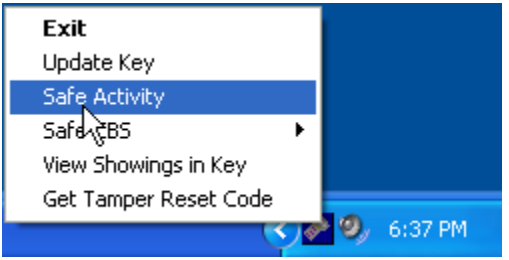
Read the entire RediSAFE memory

If you want to view all 50 activity records from your RediSAFE's memory, remove the safe from your listing and use the Safe activity function available in the ReaderKEY2 Client.

To read ReaderKEY2 showing activity or the last 50 entries in a RediSAFE, do the following:

1. Connect the ReaderKEY2 to the PC using the USB cable.
2. To open the ReaderKEY2 Client software, right-click on the **ReaderKEY2** icon in the system tray. The *ReaderKEY2 client menu* screen displays (Figure 20).

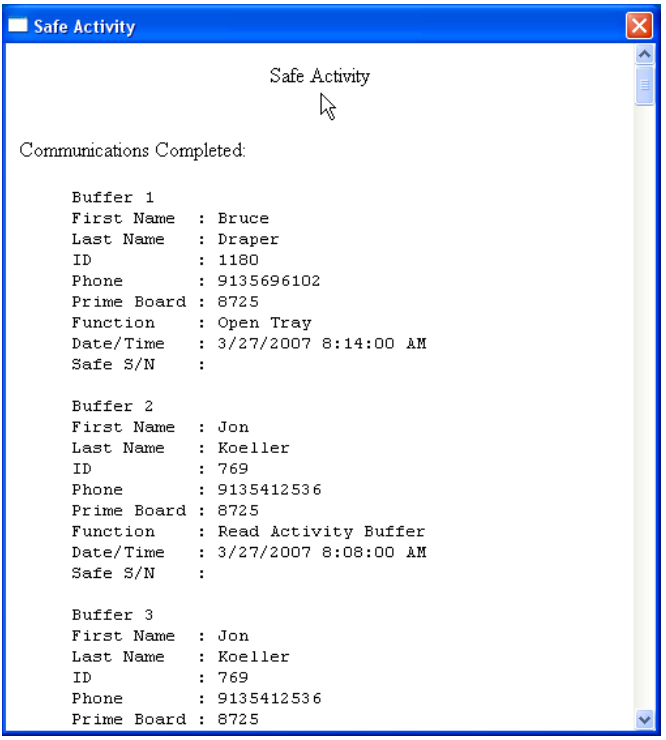
Figure 20. ReaderKEY2 Client menu



3. Select **Safe activity** to read the last 50 entries in a RediSAFE.

   Or, select **View showings in key** to read showing activity stored in the ReaderKEY2.
4. Place the ReaderKEY2 lens against the lens on the front of the RediSAFE and click **OK**.
5. Hold the ReaderKEY2 in place (for about 90 seconds) until the *Activity report* screen (Figure 21 on page 29) appears.

Figure 21. Activity report screen



To print the activity report, do the following:

1. Right-click and click **Select all**.
2. Press **Ctrl+C** to copy the highlighted text.
3. Open a new document in Microsoft Word, Notepad, or other word processing application.
4. Press **Ctrl+V** to copy the text into the new document.
5. You can now save and print the report.

RISCO Lockbox website

RISCO Lockbox has created a web-based management utility, OrionWeb, for managing your ReaderKEY2 and RediSAFE lockbox information.

User requirements

- You must be running Internet Explorer web browser version 6.0 or greater.
- Internet access: Broadband preferred (T-1, DSL, or cable).
- OrionWeb functions best when your browser is set to 800 x 600 (or higher) screen resolution.
- If you are using a popup blocker you will need to disable it for OrionWeb to function properly. Check your software manual or help file for instructions on allowing popups for specific websites.
- You must have Adobe Acrobat (reader) version 5.0 or higher to view reports in OrionWeb.

OrionWeb login

To log in to OrionWeb, do the following:

1. Launch your Internet Explorer web browser and type *http://www.riscolockbox.com/orion* in the address line. Press **Enter** or click **Go**.
2. Click the *Favorites* menu and select **Add to favorites**.
3. In the *Login* screen (Figure 22):
   - Type in the Board ID number (contact your local administrator if you need assistance).
   - Type in the ReaderKEY2 serial number or user ID (administrators).
   - Type in the 4-digit PIN code or user password (administrators). Pass words are not case sensitive.

Figure 22. Login screen

4. Press **Enter** or click **Continue**.

Agents home page

Once you log on, The Agents home page (Figure 23) will display. Your board name is displayed at the top of the screen. Your name is displayed near the bottom right-hand corner of the screen. Some of the screen icons may be different depending on database preferences.

Figure 23. Agents home page

The following icons are available:

- Maintenance (see *My info on page 34*)
- Reports (see *Reports on page 39*)
- CBS codes (see *CBS codes on page 40*)
- Tamper reset codes (see *Tamper reset codes on page 42*)
- Update codes (see *Update codes on page 44*)

Navigation bar

The Navigation bar (Figure 24) is displayed at the top of the screen. Click the desired menu level you wish to return to. We refer to this as our “breadcrumb trail”. You may back up one or multiple steps with one click. To see the Navigation bar, you may need to maximize your window to view the entire screen.

Figure 24. Navigation bar

Don’t forget to log out after you complete your OrionWeb session. Return to the OrionWeb main menu by clicking **Home** in the Navigation bar. Click the **Logout** link. You are then presented with the *Login* screen. Your Board ID is retained for use the next time you log in, unless you have cleared the browser *cookies* cache.

My info

This option will appear as Maintenance if no RediSAFEs are issued to you by your local administrator.

Click the **Maintenance** icon on the *Agents home page* screen (Figure 23 on page 32) to access the **My info** and **Inventory** buttons (Figure 25). Inventory will not be visible if the RediSAFEs in your system have been assigned to offices.

Figure 25. My info and inventory buttons

Click the **My info** icon to access your information.

Action buttons

- Click **Cancel** to exit without modifying.
- Click **Modify** to edit available fields.
- Click **Save** to complete the entry and/or changes.

Information fields

You cannot change the information fields in this screen.

ID. Your OrionWeb system user number. Appears with your name and phone number when other RediSAFE activity information is displayed.

Active. Only current members can log on.

Locked out. Contact your local administrator if you experience any trouble logging on and get locked out.

Affiliate. Only appears if you have been issued an AffiliateKEY. The following apply:

- **Checked (Affiliate)**. An AffiliateKEY holder would have access to the RediSAFE keytray only during the date an Affiliate Code is issued. Lockout hours would apply.
- **Not checked (Assistant)**. An AssistantKEY holder would have access to the RediSAFE shackle only during the date an Affiliate Code is issued. Lockout hours would apply.

Agent Information fields

You can only change the *Receive RISCO email* and *Email* fields.

Name.

Address.

Phone and extension. This number is stored in the ReaderKEY2 and should be the number you wish to be contacted at regarding any RediSAFE activity. If incorrect, you must notify your local administrator to have your information changed.

SSN. Social security number (optional).

MMN. Mother's maiden name, optional security phrase.

Shackle code. The code for all your RediSAFEs, only if assigned to you individually.

Receive RISCO emails. If checked, the email field appears for entry.

Email. Only appears when the above field is checked. Enter the address where you want to receive RISCO emails.

Note: If your local administrator uses a membership database maintenance service, the ability to update your email address will be turned off. Contact your local administrator to make changes to your record.

Key information fields

You cannot change the Key information fields.

Board. Automatically assigned to the Prime Board by OrionWeb.

Company. If incorrect, you must notify your local **administrator** to have your information changed.

Assoc. boards. Displays the Associate board IDs or All, depending on membership.

Sec. deposit. Security deposit, optional.

Key SN. Displays the serial number of the ReaderKEY2 assigned to you.

PIN. Displays the current PIN code.

Update code. Displays the current 5-digit update code. Update codes are generated weekly, monthly, or quarterly by either your local administrator or by RISCO.

Previous update codes. OrionWeb stores the two previous update codes. Update codes are accessed if an agent has missed an expiration cycle and is prompted to enter one when updating their ReaderKEY2.

Issue date. The date the ReaderKEY2 was issued to you.

Expire date. The date the ReaderKEY2 will expire.

Return date. The date the ReaderKEY2 was surrendered to your local administrator. Only appears if you have not been issued another ReaderKEY2.

Inventory

Click the **Inventory** icon (Figure 25 on page 34) to access inventory information.

This option only appears if there are RediSAFEs issued to you by your local administrator.

Action buttons

- Click **Cancel** to exit without modifying.
- Click **Clear** to remove listing information data.
- Click **Modify** to edit available fields.
- Click **Save** to complete the entry and/or changes.

Listing information

You can change all of the Listing information fields.

Agent. Click Choose to associate a specific safe with an agent in your company.

Listing ID. Enter the MLS number of the property where this safe is being used.

Address. Enter the address of the property where this safe is being used.

Issue date. Enter the date you assigned the safe to the property.

Return date. Clear all fields before entering a return date, then enter the date the safe was returned from the property. The agent name can be retained if needed.

Reports

The OrionWeb server creates Adobe Acrobat files that are displayed in your browser screen. You can then use the Adobe navigation bar for extra features.

You need the following software to view the reports correctly:

- Microsoft Windows 2000/XP or higher. Your Windows installation must be current. Launch Internet Explorer and click **Tools > Windows update**. Follow the prompts to install all *Critical Updates*.
- Internet Explorer version 6.0 or higher.
- Adobe Acrobat Reader version 6.0 or higher.

To access the available reports, click the **Reports** icon on the *Agents home page* screen (Figure 23 on page 32). The *Report* screen provides the following choices:

My inventory. This report displays your ReaderKEY2 and RediSAFE inventory indicating leased or purchased, serial numbers, and shackle codes.

Showings. Select Showings to access the Showings screen with two report options:

- **Showing activity on my listings**. This report displays showing activity recorded by other agents on RediSAFEs assigned to this ReaderKEY2 record.
- **My ReaderKEY2 activity**. This report displays showing activity recorded by the ReaderKEY2.

My RediSAFE assignments. This report displays listing information on assigned RediSAFEs.

To print reports, use the Adobe Reader toolbar inside the report screen. Use the Navigation bar at the top of the screen to quickly return to previous screens.

CBS codes

Your local organization may issue keys to affiliate members such as appraisers or inspectors and require them to enter a showing code to activate the RediSAFE key tray. Other organizations might allow members to set individual RediSAFEs to require a showing code. This option can also appear to agents to whom RediSAFEs are issued if their company record is set to allow agents access to CBS codes.

Action buttons

- Click **Cancel** to exit the search function.
- Click **Choose safe** to select the appropriate RediSAFE. You may search by safe serial number, member's last name, or listing address.
- Click **Exit** when you are finished generating access codes.
- Click **Generate** to display the access code.
- Click **Search** after typing the first few characters of the safe serial number, member's last name, or address.or state. Click to select multiple records for the report.

To generate CBS codes, do the following:

1. Click the **CBS codes** icon on the *Agents home page* screen (Figure 23 on page 32).
2. Enter the correct information to display an access code:
   - Date of use (mm/dd/yyyy)
   - Key serial number
   - Safe serial number
3. Click the **Generate** button to display the access code.
4. Click **Exit** when you are finished generating access codes.

Note: CBS codes will only work on the specified RediSAFE and the codes are only good for one calendar day (12:01 am to 11:59 pm) outside of nighttime lockout hours.

Tamper reset codes

If you enter an incorrect PIN code five times on a ReaderKEY2, you will cause a tamper lock. The message `BAD PIN - TAMPERED OUT` will display on your key.

Subsequently powering on the key will display `TAMPER LOCK` and `ENTER RESET CODE`. You must then enter a reset code and the correct PIN code to unlock the key. The key will then display the home menu.

If you do not know your PIN code, you must contact your local administrator for your tamper reset code and your PIN code. If you know your PIN code, you can obtain a tamper reset code using ReaderKEY2 client, OrionWeb, or the IVR phone system.

ReaderKEY2 client

To obtain a tamper reset code using ReaderKEY2 client, do the following:

1. On your PC, right-click the **ReaderKEY2** icon in your system tree.
2. Click the **Get tamper reset code** link in the *ReaderKEY2 client* menu (Figure 20 on page 28). This link will access the OrionWeb *Login* screen (Figure 22 on page 31).
3. Enter your board, key serial number, and PIN and click **Continue**.
4. On the *Agents home page* screen (Figure 23 on page 32), click the **Tamper reset code** icon to get the tamper reset code for today's date.
5. Note the tamper reset code and click **Exit**.

OrionWeb

To obtain a tamper reset code using OrionWeb, do the following:

1. Click the **Tamper reset code** icon on the *Agents home page* screen (Figure 23 on page 32).
2. The user information will display including the agent ID and name, security phrases, PIN code, ReaderKEY2 serial number, and tamper reset code.
3. Note the tamper reset code and click **Exit**.

IVR phone system

To obtain a tamper reset code using the IVR phone system, do the following:

1. Dial the RISCO Interactive Voice Response (IVR) phone system at 913.722.3212.
2. You will be prompted to log in with your board ID, ReaderKEY2 serial number, and PIN code.
3. Press **2** to retrieve a tamper reset code, then press:
   - **1** to replay the tamper reset code.
   - **2** for instructions to reset your key.
   - **3** to return to the main menu.
4. Press **4** (or hang up) to exit the IVR system.

Reset your ReaderKEY2

Reset your ReaderKEY2 as described in *Reset the tamper lock on page 25*.

Update codes

You can obtain an update code using OrionWeb or the IVR phone system. Codes entered through your keypad will update your key until midnight of the day entered. Updating the key on your PC with the ReaderKEY2 client will update your key for the number of days in your organization's update cycle. Many organizations use a daily cycle.

OrionWeb

To view your update code using OrionWeb, do the following:

1. Click the **Update codes** icon on the *Agents home page* screen (Figure 23 on page 32).
2. The screen displays your current update code with appropriate expiration dates.
3. Click **OK** when finished.

IVR phone system

To access update codes using the IVR phone system, do the following:

1. Dial the RISCO Interactive Voice Response (IVR) phone system at 913.722.3212.
2. You will be prompted to log in with your board ID, ReaderKEY2 serial number, and PIN code.
3. Press **1** to retrieve your current update code, then press:
   - **1** to replay the update code.
   - **2** for instructions to update your key.
   - **3** to return to the main menu.
4. Press **4** (or hang up) to exit the IVR system.

Updating your ReaderKEY2

Update your ReaderKEY2 as described in *Update your ReaderKEY2 on page 11*.

Log out

Don’t forget to log out after completing your OrionWeb session.

Click **Home** in the navigation bar at the top of the screen to return to the OrionWeb Main menu.

Click the **Logout** icon. You will be returned to the *Log in* screen. Your Board ID is retained for use the next time you log in, unless you clear the browser *cookies* cache.

Contacting technical support

For assistance installing, operating, maintaining, and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, you may contact technical support during normal business hours (between 5 a.m. and 7 p.m. Pacific Time seven days a week).

Table 2. Sales and support contact information

	Technical support
Phone:	**Toll-free:** 800.929.0193 (no extension needed)
E-mail:	support@riscolockbox.com
Fax:	888.761.8630

Note: Be ready at the equipment before calling for technical support.

Online publication library

Another great resource for assistance with your RISCO product is our online publication library, available to all of our customers. To access the library, go to our website at the following location:

http://www.riscolockbox.com

In the **Customer Support** menu, select the *Resource Library* link. After you register and log on, you may search through our online library for the documentation you need.[1]

1. Many RISCO documents are provided as PDFs. To read these documents, you will need Adobe Acrobat Reader, which can be downloaded free from Adobe's website at *www.adobe.com*.